

IN THE CLAIMS:

Please amend the claims in the above-identified patent application as follows:

SUB C17

- 1 1. **(Amended)** A method for processing electronic messages, said method
2 comprising:
3 receiving a message in an enterprise mail system, said message from a human
4 message sender;
5 categorizing said message by selecting a first category entry from a category
6 database comprising a plurality of category entries, each said category entry
7 containing information for handling particular incoming messages; and
8 creating a response message using said first category entry, said response message
9 including a response body defined in said first category entry and a set of
10 message recipients defined in said first category entry.

- 1 SUB D17 2 **(Amended)** The method of claim 1 wherein one of said set of message
2 recipients comprises a carbon copy recipient.

- 1 3. **(Amended)** The method of claim 1 wherein one of said set of message
2 recipients comprises a blind carbon copy recipient.

SUB C27

4. (**Amended**) A method for processing electronic messages, said method

2 comprising:

3 receiving a first message into an enterprise mail system, said first message from a

4 first human message sender;

5 storing said first message in a message database;

6 assigning a category entry from a category database to said first message, said

7 category entry containing information for handling particular incoming

8 messages;

9 delivering said first message to a first enterprise mail system user; and

10 providing a template response message to said first enterprise mail system user

11 using information in said category entry, said template response message

12 including a set of message recipients defined in said category entry.

SUB D107

1 6. (**Amended**) The method of claim 4 wherein assigning a category entry

2 from a category database to said first message is performed by said first enterprise mail

3 system user.

1 7. (**Amended**) The method of claim 4 wherein providing a template

2 response message further comprises:

3 providing a set of default message body sections for said template response

4 message.

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SUB D37

- 1 13. (Amended) The method of claim 1 wherein one of said set of
2 message recipients comprises said human message sender.